Inactive EBT Data Purged from EIS

Broadcast to all DPA Staff:

E-Funds, our EBT contractor, has begun to deactivate Quest cards when the card has been inactive for a period of 300 consecutive days. These Quest cards are now automatically deactivated with status code "Z1". Once a Quest card is deactivated with a "Z1" code, the card cannot be reactivated.

Following this card deactivation, if another 30 days go by without activity, all Quest card information on the case is purged. No card information remains on the EBT contractor's system, and none displays on the EIS EBPM or EBCM screens.

Quest card information will remain on the systems if any of the following actions are taken prior to the 330-day limit:

1) Food or cash benefits issued to the Quest Card through EIS
2) Aged food or cash benefits restored to Quest card through EIS
3) Cash or food benefits expended using Quest card
4) New Quest card issued
5) Status changes to existing Quest card

It is important that you go to the EBPM and EBCM screens every time you reopen a case. Even when a recipient has his or her old Quest card, it does not necessarily mean the card is active and the client is set up for EBT.

In addition, it is important that you check for and remove or update any old invalid direct deposit information that may exist on the case.

If you have any questions please contact Jack O'Brien at (907) 465-3047 or by email at Jack_O'Brien@health.state.ak.us.